EXHIBIT 11

EXHIBIT 11

Answers to FAQs

http://support.vzw.com/clc/faqs/Features%20and%20Optional%20Services/family_locator.html

Search for Support

Example: How do I download VZ Navigator? | Search

Popular Searches: backup assistant, email, battery

Support Home

Services

FAQs

Demos

Forums & Blogs

Do you like this page design? Please share your opinion with us.

Select a Category to View Related Support Topics

▼ **Features and Optional Services**

Sign In

User ID

Password

> Forgot User ID?
> Forgot Password?
> Register Using Setup Wizard

Sign In

Get in Touch

> Sign up for email updates
> Locate a Verizon Store in your area
> Contact Us by email or phone

Don't Worry About Losing Your Contacts

Backup Assistant is now included with your Verizon Wireless Service!

Learn More

▶ Why Download Backup Assistant

Features and Optional Services

- # Features
- 3-Way Calling
- 411 Search
- Alerts - Text and Picture
- Asian Language
- BilltoMobile
- Call Forwarding
- Call Waiting
- Caller ID & Caller ID Blocking
- Content Filtering
- Data Session Call Waiting (CPOP)
- Equipment Protection
- Family Locator
  - General Information
  - Configuring & Managing Family Locator
  - Getting Family Locator
  - **Using Family Locator**
  - Changes from Chaperone to Family Locator
- Friends & Family®
- Group Communication
- No Answer/Busy Transfer
- Premium Voice Mail
- Roadside Assistance
- Scanlife and Mobile Barcodes
- Skype mobile™
- Spam Controls
- TALKS™ for Verizon Wireless
- Usage Controls
- Verizon Safeguards
- Verizon Wireless 3G Mobile Hotspot
- Visual Voice Mail
- Voice Mail

Questions & Answers

⊕ How do I locate a Family Member?

⊕ How do I view a Family Member's Location from a 3-D Bird's Eye View?

⊕ How can I use Family Locator?

⊕ How do I create a Location?

⊕ How do I review a Location I created?

⊕ How do I view driving directions to a Location?

⊕ How do I add Contacts?

⊕ When do I receive Arrival & Departure updates on my phone?

⊕ Where do I manage Family Locator settings?

⊕ Where do I activate my Family Locator phones?

⊕ How do I set up my profiles?

⊖ **How do I manage my privacy settings?**

Select whether or not your family members should be asked for their permission to be located. Navigate to your profile to manage your privacy settings:

1. Select the Profile link below the Family Members names in the top left of the screen.
2. Press on the appropriate Family Member's Button to make the "Profile" link reveal itself for that particular Locatee.

Privacy settings allow you to manage your family members control over how Family Locator can share their location. Choose from 2 options:

1. Always Share My Location With Family - Means that your requests for location or the creation of an Arrival & Departure Update will automatically be allowed for that Locatee.
2. Ask Before Sharing My Location With Family - Means that the locatee phone must first accept any Location or New Arrival & Departure Update request.
3. Select the appropriate button under Privacy Settings. Click on Save. The setting is now assigned to the Family Member's cell phone.

⊕ How do I send a Family Message?

⊕ How do I set up my Migo cell phone?

⊕ What can cause a delay in receiving a Location Update or no Update once my Family Member has left a Location?